



SERVICE REQUEST FULFILLMENT

*Welcome to the
Department of Technology
Customer Forum*

SERVICE REQUEST FULFILLMENT



California
DEPARTMENT OF TECHNOLOGY



Agenda

- Opening Remarks – *Ellen Ishimoto, Assistant Chief, CalTech*
- Background - *Julie Jensen, Customer Delivery Division, CalTech*
- Overview of the Service Request Fulfillment Project – *Kimberly Glenn, SRF Project Manager, CalTech*

Background – CSS Migration Study

The Customer Service System (CSS):

- The primary system for internal and external customers to submit requests for CalTech services
- An antiquated, web-based application
- Received low customer satisfaction survey ratings

A CSS Migration Study was performed to determine if other tools utilized by CalTech could replace CSS functionality:

- Team developed high-level business requirements with input from over fifty external customers and CalTech employees.
- The results of the study and technical review confirmed that Remedy was fully capable of meeting CalTech's requirements.

CSS Migration to Remedy

Benefits

- Provides a single entry system for managing CalTech service requests.
- Improves customer experience.
- Supports CalTech's goal to adopt IT Service Management best practices.
- Establishes a repeatable and standardized process for Service Request fulfillment

Service Request Fulfillment Project

The SRF project will implement service request types using an iterative approach:

- Phase 1:
 - Deploy the Initial Service Request (SR) Types in Remedy: CalCloud On-boarding, Professional Services, Firewall
 - Other new SRs will be submitted via Remedy using an “Other” SR Type
 - Existing SRs will be processed to completion in CSS (with exceptions).
 - Scheduled for completion 2nd Quarter 2015
- Future Phases
 - Create the Remaining Service Request Types and Reduce the Number of “Other” SRs

SRF Process Improvement

Goals and Objectives
in partnership with our customers

- Enhance functionality and ease of use,
- Shorten Service Request Fulfillment timeframes, and
- Provide timely Service Request status updates.

Firewall Service Request

► Instructions:

Account Lead

Billing Prefix

Action	Do you need a range of ports? Address Translation						
Add	Yes						
Source Function	Source IP Type	Source IP Address		Source Host Name			
Application	IPv6	10.10.10.50		TestApp			
Source Net Mask	Source Mask Type	Source Subnet Mask					
Destination Function	Destination IP Type	Destination IP Address		Destination Host Name	Protocol	Port-Begin	Port-End
Web/App	IPv4	10.10.10.205		TestWeb	IP	0	65535
Destination Net Mask	Dest Mask Type	Destination Subnet Mask					
				<input checked="" type="checkbox"/> Max			

Add

Clear

3 of 3 results

Preferences ▼

Refresh

Action	Function...	Host Na...	IP - Source	Function...	Host Na...	IP - Destin...	Port	Protocol	Policy
Add	DB	TestDB	10.10.10.40	Application	TestApplicati	10.10.10.40	0 - 65535	IP	Allowed
Add	DB	TestDB	10.10.10.40	Web	TestWeb	10.10.10.80	104	IP	Exception
Add	Application	TestApp	10.10.10.50	Web	TestWeb	10.10.10.80	80	IP	Allowed

Report

Select All

DeSelect All

Delete Selected

Copy Selected

Professional Services Service Request

Professional Services	
Requested By	Jesse Kona
Requested For	Jesse Kona
Phone	209 4712790
Email	jkona@columnit.com
<input type="button" value="Edit"/>	
Required Completion	<input type="text"/>
Quantity	1
Attachments: <input type="button" value="+"/> <input type="button" value="+"/> <input type="button" value="+"/>	
Instructions	
Billing Prefix	<input type="text"/>
Account Code	<input type="text"/>
Approver	<input type="text"/>
Do you wish to expedite this request?	<input checked="" type="radio"/> No <input type="radio"/> Yes
Are you requesting a Cost Estimate?*	<input type="radio"/> No <input type="radio"/> Yes
Do you have an approved budget amount?*	<input type="radio"/> No <input type="radio"/> Yes
Depending on what you are requesting, a budget amount may be required. (Examples: New server or software license). Answering no here may result in delays or rejection of this request.	
I understand that OTech will charge my department the applicable rates and/or pass-through charges for the services being requested. *	<input type="checkbox"/> Yes
Please check our rates . rates. "/>	
Customer Type	<input type="radio"/> Internal <input checked="" type="radio"/> External
What kind of consulting are you requesting? *	<input type="text"/>
Summarize your request: *	<input type="text"/>
Request details *	<input type="text"/>
How many hours are you going to need? *	<input type="text"/>
Contract start date	<input type="text"/>
Expected contract end date	<input type="text"/>

Customer Involvement

The SRF Project is reaching out to customer organizations for representatives to participate in testing and feedback activities.

Please contact CIOSRM@State.ca.gov for more information.

Training

Classroom/Instructor Training

- At CalTech or your organization
- Classes to begin April 2015
- Contact **CIOSRM@State.ca.gov** to schedule.

System Documentation

- Documented procedures will be provided to all customers.

Future Meetings

To ensure our customers are kept informed and involved, CalTech has created monthly SRF Customer Meetings.

- First Thursday of each month: 1:30 – 2:30 p.m.
- Meetings will be held at the Prospect Green Facility:

CalTech Training & Events Center
10860 Gold Center Drive, Building 1, First Floor
Rancho Cordova, CA 95760



Questions?





Thank you

For further information please
contact

CIOSRM@State.ca.gov